

**SCHEDULE A ADDENDUM TO THE  
SERVICE LEVEL AGREEMENT BETWEEN UTAH INTERACTIVE,  
LLC  
AND DEPARTMENT OF NATURAL RESOURCES**

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Network, Utah Interactive, LLC, adding additional Department of Natural Resources transactions or services to the Network, subject to approval of the State of Utah Chief Information Office (CIO).

**AGREEMENTS**

1. Access By the Network Manager The Department of Natural Resources authorizes the Network Manager, to provide electronic access to information contained in the Boating Registration application and database, in accordance with this Agreement. Description of Service is as follows:

Web based database and application to manage: Outfitting registrations, Captain/Guide Licenses and Boat crew permits, Boat Dealer applications, Livery Applications, Utah's Boating Course, and In-House permits.

2. Record Classification and User Access The Department of Natural Resources represents to the Network Manager the record classification: \_\_\_\_ (Public or Private) \_\_\_\_\_

The Network Manager certifies that they will offer the following security and authorization for access to the application outlined above:

Users will be issued a unique username and password. This username and password will be required to access the service. The application will allow access to only those records to which the user is eligible to access as established by the Department of Natural Resources.

3. Record Supply Costs and Computer Programs. The Network Manager shall be responsible for costs and expenses in establishing access to the records and providing record transactions to Users including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Department of Natural Resources computer programs and to access the Records. Computer programs used by the Network Manager shall:
- a. Protect information from unauthorized access;
  - b. Supply records on a timely basis in an accurate, understandable and logical format acceptable to the Department of Natural Resources;
  - c. Be prototyped and tested by the Network Manager for the Department of Natural Resources review and approval before it is offered to the end user.
4. Use messages. If required by The Department of Natural Resources, the Network Manager shall cause the Network to require Users to signify online that they will comply with any restriction on use of the records required by law, as amended from time to time. Such user agreement will be in the form of a use message displayed online, with a required positive response, all as captured in a log file, prior to the User being permitted to further search or view the record.

5. Payment and Collection. The Department of Natural Resources has determined to proceed under a time and materials contract. Payment is due to Utah Interactive in three installments; 50% at commencement, 25% at completion of development, and 25% at deployment.

An Annual Maintenance Contract will be required at 20% of the original development cost of the application. This will be invoiced and paid annually.

Project Tasks	Estimated Hours	Hourly Rate	Market Rate	NETWORK MANAGER Cost	Market Cost
Project Management and Documentation		\$70.00	\$200.00		
Graphic Design		\$55.00	\$200.00		
Development		\$75.00	\$125.00		
Testing		\$70.00			
Launch		\$75.00			
Development Cost					
Annual Maintenance Contract (20%)	n/a	n/a	n/a		
<b>Total Cost</b>					

6. Records and Finances. All Network documents and records maintained by the Network Manager relating to the Department of Natural Resources records shall be available for inspection, auditing and copying by the agency or other authorized representatives.
7. Responsibilities of the Department of Natural Resources. In order to accomplish the tasks outlined in this Addendum A, NETWORK MANAGER will require the Department of Natural Resources to perform the below listed items in a timely manner. If the Department of Natural Resources fails to provide any one of these items, the delivery dates for the NETWORK MANAGER deliverables may require adjustment. NETWORK MANAGER will not be held responsible for delays due to unavailability of data or resources from the Department of Natural Resources
- The Department of Natural Resources will designate a Project Manager with responsibility and authority for review and approval of deliverables under this Addendum A.
  - The Department of Natural Resources will provide timely authorization for the project and for each approval required during the project.
  - The Department of Natural Resources will assist NETWORK MANAGER in resolving any problems that arise both during and after the implementation of this project.
  - The Department of Natural Resources will provide transfer of necessary IT knowledge, environment and business processes to NETWORK MANAGER. Verbal walkthroughs and documentation will satisfy this responsibility.
  - The Department of Natural Resources will review and approve the functional requirement document and the prototype prior to implementation.
  - The Department of Natural Resources will sign and return to NETWORK MANAGER the Letter of Acceptance before the application is implemented.
  - The Department of Natural Resources will provide the required banking information to successfully set up and test the merchant account for processing of funds if applicable.

- The Department of Natural Resources will be responsible for setting up and managing a merchant account if applicable.

8. Responsibilities of Utah Interactive.

- NETWORK MANAGER will designate a Project Manager to serve as the primary point of contact for the NETWORK MANAGER deliverables and who will coordinate completion of the NETWORK MANAGER deliverables with the Department of Natural Resources project team.
- NETWORK MANAGER will develop the application as defined in the Scope statement contained herein.
- NETWORK MANAGER will provide day-to-day management of the work plan.
- NETWORK MANAGER will host or attend periodic team meetings to review the status of project activities against the plan.
- NETWORK MANAGER will provide Project Plan Updates to the Department of Natural Resources Project Manager, as required.
- NETWORK MANAGER will provide Executive Briefings to the Project Sponsor and the CIO's Office, as required.
- NETWORK MANAGER will place the application into production and make it available for use by the Department of Natural Resources after receipt of an executed Letter of Acceptance from the Department of Natural Resources.

9. Delivery of Final Application. Following user acceptance testing, the Department of Natural Resources will be requested by NETWORK MANAGER to sign a formal Letter of Acceptance ("Letter"). This Letter must be executed by the Project Sponsor, as previously identified in this Addendum A and the Letter must be received by NETWORK MANAGER's General Manager before the application can be placed into production and made available for use by the Department of Natural Resources. Once NETWORK MANAGER receives the executed Letter from the Department of Natural Resources, the application will be deemed accepted, placed into the production environment and thus the project will be considered complete and delivered.

10. Change Process. The scope of work as specified in this document shall not change except when approved in accordance with the following processes and/or protocols:

Prior to Software Delivery:

- The NETWORK MANAGER and The Department of Natural Resources Project Managers will review any issues that may arise and determine if the resolution will lead to a change in the scope of work, which is defined as a change that will affect cost, schedule or staffing.
- The proposed change is formally documented, including the impact on schedule, cost and staffing.
- The proposed change in the scope of work is reviewed by the NETWORK MANAGER and the The Department of Natural Resources Project Managers and taken before the eGovernment oversight entity for approval if required.
- Once the change in the scope of work is approved, the change becomes an additional Addendum to the SLA.

After Software Delivery:

- After the application is delivered, as defined above, NETWORK MANAGER will provide support for the proper installation and ongoing general operation of the current release of the application.

Maintenance:

- After the application is launched, if maintenance issues arise or reporting an error becomes necessary, the The Department of Natural Resources should contact

NETWORK MANAGER. Maintenance includes graphical changes, addition or rewording of text, or other changes that do not materially change the utility, efficiency, functional capability, or application of the software. All other requested changes will be deemed significant maintenance efforts, requiring the The Department of Natural Resources to submit a written change request to NETWORK MANAGER.

NETWORK MANAGER will then evaluate the request, seek additional information if necessary, and prioritize it in consideration of other ongoing development projects with the approval of the CIO's Office, if required. .

Software Modifications and Enhancements:

- For software modifications or additions that materially change the utility, efficiency, functional capability, or application of the software the Department of Natural Resources will submit a written change request. NETWORK MANAGER will then evaluate the request, seek additional information if necessary, and prioritize it and price it in consideration of other ongoing development projects with the approval of the CIO's Office, if required.

11. Funding Source. The Agency is required to declare in advance the source of funds used for this project. Please indicate in the blank, which lettered statement is true about your funding source. If neither of these choices is true about your funding source, then the Network Manager may not be able to perform the work for the Agency. The Network Manager will rely upon your statement in determining whether it can or cannot perform this work for the Agency.

Declaration of funding source: \_\_\_\_

- a. "The Agency affirms that no federal funds are being used to finance this project." or,  
b. "Federal funds are being used to finance the project but no federal funds are being used that requires the Network Manager to assign all right, title and interest in any part of the work or deliverables, including any work allegedly made for hire, to any other entity, individual, or to the public domain. Special federal funding requirements, if any, are included as an attachment."

12. Efficiency Gain Calculation. The Department of Natural Resources and the Network will establish baseline cost for the processing TLR records both prior to making the enhanced service available and after the service is made available to estimate the cost savings of offering this service.

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed by their duly authorized officials or officers.

The Department of Natural Resources

By Mary Tullie  
<Authorized Agency Name>

Date 11.28.07


The Network

By Rich Olsen  
Rich Olsen, General Manager

Date 11-30-07

Office of CIO

By

  
Jolet Olsen, DTS Director of Business Services

Date

12/7/07

## Utah Interactive, Inc.

30 East Broadway, STE 300  
Salt Lake City, Utah 84111  
(801) 983-0275 / phone  
(801) 983-0282 / fax

### Partner

Department of Natural Resources  
Division of State Parks and Recreation  
594 West North Temple, Suite 116  
Salt Lake City, UT 84114-6480  
Contact: Dave Harris

## Work Order

WORK ORDER NUMBER	20071101
WORK ORDER START	1-Nov-07
WORK ORDER END	31-Dec-07

### Approval Instructions:

1. If you have any questions concerning this work order call Utah Interactive, Inc. at (801) 983-0275.

2. If the work order is accepted please sign and fax to Utah Interactive, Inc. at (801) 983-0282. A copy with an original signature will also need to be mailed to Utah Interactive, Inc. at the address to the left.

*Sara*

**Scope of Work:** Development of a web based database and application to manage Outfitting Registration, Captain/Guide Licenses and Boat crew permits, Boat Dealer applications, Livery Applications, Utah's Boating Course, and In-House permits.

Project Tasks	Estimate In Units	Rate	Cost
Project Management	10.00	\$70.00	\$700.00
Documentation	10.00	\$70.00	\$700.00
Prototype/Image work	25.00	\$55.00	\$1,375.00
Development	120.00	\$75.00	\$9,000.00
Testing	10.00	\$70.00	\$700.00
Migration (roll-out preparation, roll-out, post-roll-out support)	4.00	\$75.00	\$300.00
Subtotal			\$12,775.00
Total Cost Not to Exceed			\$12,775.00
Maintenance			
Yearly Application Maintenance Fee (Includes routine maintenance, fixes, and all telephone, email, and chat custome			\$2,555.00

### Timeline:

Documentation, Prototyping, Agreements, Approvals: 3 weeks

Development: 6 weeks

Testing and Rollout: 2 weeks

This offer is valid for 30 days and is subject to the T&M Standard Terms and Conditions. The signatures below indicates acceptance of this agreement by individuals authorized to commit the Partner and Utah Interactive, Inc.

Accepted By David R. Harris  
Signature *[Signature]*  
Date 11/28/07

Utah Interactive, Inc. Rich Olsen  
Signature *[Signature]*  
Date 11-30-07

### Billing Instructions:

This is a time and materials contract. Utah Interactive, Inc. shall use its reasonable efforts to accomplish the above stated scope of work. Utah Interactive, Inc. shall submit an invoice to the above address within 30 days of work completion. Invoices shall be paid Net 30 days.